

DDA SUBJECT FILE COPY

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DD/A Registry
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NOTE FOR: Chief, Career Management Staff
Chief, Management Staff
Special Support Assistant
Chief, Protocol Branch

FROM:

SUBJECT: Secure Telephone Survey

1. OIT's secure telephone crew will be surveying our offices within the next two weeks. The purposes of the survey are to prepare any plans and paperwork, to resolve any issues in converting from the existing secure system, and to identify any new or special requirements for secure telecommunications. CONTEL, OIT's contractor, will do most of the work - accompanied by a few OIT staff personnel. Some - perhaps most - of the CONTEL team are not cleared.

2. Before the survey team arrives, you need to ensure that the following is done for your office area:

- a. Prepare a list of your current secure telephone numbers, along with the individual to whom each number primarily belongs.
- b. Identify any new or relocated telephone requirements. You need to fill out one copy of Form 4340 (attached) for each new or relocated telephone. If you are relocating furniture which affects the locations of your phones, you need to have a complete detailed floor plan of the new arrangement. If possible, furniture should already be in its new location when CONTEL does the survey.
- c. Identify any requirements for call directors at secretarial positions. Which phones should ring where? Any rotary phone numbers? Which phones should have access to which lines?
- d. Identify any Delta Data or IBM PC/3270 workstations which are NOT located within approximately six feet of an individual's secure phone. OIT may have to install a separate telephone just to handle those terminal lines. [An example of this is the shared PC in Mary and Fred's office.] Also, identify any stand-alone IBM PC/3270 workstations for which you want a terminal line installed. [An example of this is the PC in CMS.]

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- e. Identify any secure (or nonsecure) "hot lines" which should be available on the new secure telephone system.
- f. Fill-out one of the blank telephone templates for each different telephone face required. For example, in MS it is likely that each person will have the same 12-button telephone template except for the two secretaries who will each have a 24- or 30-button template with everyone else's telephone numbers on it. In general, you should try to keep as much template uniformity as practical in your area.

3. About 4-6 weeks after the survey, the OIT installation team will perform the actual telephone work. OIT will, in general:

- a. Give everyone an individual secure telephone and telephone number.
- b. Install a 12-, 24-, or 30-button telephone as needed. OIT will try to install the smallest (cheapest) phone possible. The typical individual will have a 12-button phone. The typical secretary will have a 24- or 30-button phone depending on the number of lines which must be accessible.
- c. Install a terminal line from your current terminal or workstation to your (or a new, if necessary) secure phone. NOTE: If you have an IBM PC/3270, it will be connected as a 3270 terminal, rather than the Delta Data (TEFT) interface you now use. This will cause a MAJOR change in the way that VM looks to you.
- d. Design and install your telephone templates using your drafts.
- e. Convert current nonsecure "hot lines" to secure ones.
- f. Offer training courses on how to use the features of the new telephone.

4. Other offices have survived the secure telephone conversion, so I am confident we will, too. But it is generally disruptive and causes most people to re-learn how to use their phone system. The key is to have thought about your needs long before the survey team arrives, and to be thorough in getting CONTEL to understand and respond to them. After the installation is completed, OIT is reluctant to come back to an area to fix anything other than their own mistakes or faulty equipment. I'd be happy to talk with you about this in more detail if it would help.

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